TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION

POSITION TITLE: SYSTEMS SUPPORT SPECIALIST III -
Information Technology

SALARY GROUP: B17

DEPARTMENT: Information Technology Division

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Cathleen Bickford   DATE: 03/05/2013

POSITION #:   008119

I. JOB SUMMARY

Performs highly complex computer systems support work. Work involves providing customer support for agency information technology systems; and operating automated office equipment in a stand-alone, network, and mainframe environment; and training others. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

A. Troubleshoots and solves highly complex computer-related problems; and provides highly complex technical and operational assistance to agency staff in the implementation and utilization of data processing hardware and software.

B. Installs, maintains, moves, and repairs computer hardware, software, and peripherals; and assists in testing and upgrading new and existing hardware and software.

C. Advises users and analyzes user requirements concerning software and the efficient use of information technology systems.

D. Maintains the necessary security controls over software and hardware.

E. Prepares briefings, reports, and evaluations regarding systems efficiency and utilization; develops and conducts presentations for training sessions; and develops procedure manuals.

* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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III. MINIMUM QUALIFICATIONS

    A. Education, Experience, and Training

        1. Graduation from an accredited senior high school or equivalent or GED.

        2. Four years full-time, wage-earning experience in the support of data communications networks or support and maintenance of microcomputer systems in a stand-alone desktop computer, network, or mainframe environment to include at least three of the following functions: installing, configuring, troubleshooting, repairing, or utilizing software applications and computer-related hardware

<div align="center">or</div>

           ninety semester hours from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE) with nine semester hours in Computer Science, Management Information Systems, or a related field. One year full-time, wage-earning experience in the support of data communications networks or support and maintenance of microcomputer systems in a stand-alone computer, network, or mainframe environment to include at least three of the following functions: installing, configuring, troubleshooting, repairing, or utilizing software applications and computer-related hardware

<div align="center">or</div>

           sixty semester hours from a college or university accredited by an organization recognized by the CHEA or by the USDE with six semester hours in Computer Science, Management Information Systems, or a related field. Two years full-time, wage-earning experience in the support of data communications networks or support and maintenance of microcomputer systems in a stand-alone computer, network, or mainframe environment to include at least three of the following functions: installing, configuring, troubleshooting, repairing, or utilizing software applications and computer-related hardware

<div align="center">or</div>

           thirty semester hours from a college or university accredited by an organization recognized by the CHEA or by the USDE with three semester hours in Computer Science, Management Information Systems, or a related field. Three years full-time, wage-earning experience in the support of data communications networks or support and maintenance of microcomputer systems in a stand-alone computer, network, or mainframe environment to include at least three of the following functions: installing, configuring, troubleshooting, repairing, or utilizing software applications and computer-related hardware

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courses from a technical or trade school accredited by an organization recognized by the CHEA or by the USDE in a computer-related field may be substituted on a year-for-year basis for a maximum substitution of three years. One-year full-time, wage-earning experience in the support of data communications networks or support and maintenance of microcomputer systems in a stand-alone computer, network, or mainframe environment to include at least three of the following functions: installing, configuring, troubleshooting, repairing, or utilizing software applications and computer-related hardware.

3. Experience in WindowsXP or better providing technical support and maintenance of Microsoft Office Suite or equivalent to include the use of word processing, spreadsheet, database, or presentation software programs preferred.

4. Experience in information technology or a computer-related help desk or computer-related customer service environment preferred.

5. Experience in supporting a Novell network environment preferred.

6. Must have completed and passed the Computing Technology Industry Association (CompTIA) A+ certification.

B. Knowledge and Skills

1. Knowledge of the practices, principles, and techniques of computer operations and applications.

2. Knowledge of a variety of computer application programs and their applicability to computer systems operations.

3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.

4. Skill in troubleshooting problems with software and hardware.

5. Skill to implement data security controls.

6. Skill to communicate ideas and instructions clearly and concisely.

7. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.

8. Skill in problem-solving techniques.

9. Skill to interpret and apply rules, regulations, policies, and procedures.

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10. Skill in the use of computers and related equipment in a stand-alone or local area network environment.

11. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.

12. Skill to review technical data and prepare technical reports.

13. Skill to operate and train others to operate automated computers and related equipment in a stand-alone, network, and mainframe environment.

14. Skill to develop and implement effective training programs for individuals at various levels of competency.

15. Skill to train others.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry 15-44 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.

B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.

C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, hand tools, diagnostic and electronic equipment, and automobile.